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ABSTRACT

Developed through a modified DACUM (Developing a Curriculum) process involving business, industry, labor, and community agency representatives in Ohio, this document is a comprehensive and verified employer competency profile for hospitality and facility care occupations. The list contains units (with and without subunits), competencies, and competency builders that identify the skills needed to enter these occupations. The occupational, academic, and employability skills for this occupation or occupational area are included. Within the outline are three levels of items: core, advancing, and futuring. Core items identify the knowledge, skills, and attitudes essential for entry-level employment. These items are required to be taught and will be the basis for questions on the state vocational competency tests. Advancing items identify the knowledge, skills, and attitudes needed to advance in the occupation; futuring items identify the knowledge, skills, and attitudes needed to enter and remain in a given occupation 3 to 4 years from now. This profile contains seven units: hospitality and facility care orientation; customer relations and quality services; security and emergency procedures; sanitation and safety; environmental services; food and hospitality support services; and employability skills. (NLA)

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OCAP

OHIO'S COMPETENCY ANALYSIS PROFILE

HOSPITALITY AND FACILITY CARE SERVICES

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CE 061 155

Ohio's Future at Work

Division of Vocational and Career Education
Ohio Department of Education

Vocational Instructional Materials Laboratory
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THE OHIO STATE UNIVERSITY

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What is OCAP?

"A comprehensive and verified employer competency list will be developed and kept current for each program." This is the second objective of Imperative 3 of the *Action Plan for Accelerating the Modernization of Vocational Education: Ohio's Future at Work*. Ohio's Competency Analysis Profile (OCAP) lists are the Division of Vocational and Career Education's response to that objective. OCAP lists evolve from a modified DACUM process involving business, industry, labor, and community agency representatives from throughout Ohio. The OCAP process is directed by the Vocational Instructional Materials Laboratory at The Ohio State University's Center on Education and Training for Employment.

How is OCAP used?

Each OCAP contains units (with and without subunits), competencies, and competency builders that identify the occupational, academic*, and employability skills needed to enter a given occupation or occupational area. Within that outline there are three levels of items: core, advancing, and futuring. Core items identify the knowledge, skills, and attitudes essential for entry-level employment. These items are required to be taught and will be the basis for questions on the state vocational competency tests (scheduled to begin in school year 1993-94). Advancing items (marked with one asterisk) identify the knowledge, skills, and attitudes needed to advance in a given occupation. Futuring items (marked with two asterisks) identify the knowledge, skills, and attitudes needed to enter and remain in a given occupation three to four years from now.

School districts may add as many units, subunits, competencies, and/or competency builders as desired to reflect local employment needs, trends, and specialties. Local advisory committees should be actively involved in the identification and verification of additional items. Using OCAP lists, instructors will be able to formulate their vocational courses of study and monitor competency gains via the new criterion-referenced competency testing program that will be directly tied to the competencies identified on the OCAP lists.

***Academic competencies have not been identified for all OCAPs. At a later date math, communication, and science competencies will be released.**

The **Employability Skills** portion of this list was verified by the following employer panel:

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Ohio Competency Analysis Profile
Hospitality and Facility Care Services

Unit 1: Hospitality and Facility Care Orientation

Competency 1.0.1: Analyze hospitality and facility care services

Competency Builders:

1.0.1.1 Identify types of settings that provide hospitality and facility care services
1.0.1.2 Analyze organizational staffing structures and relationships
1.0.1.3 Identify equipment, supplies, products, and terminology of industries
1.0.1.4 Identify trade associations

Competency 1.0.2: Analyze hospitality and facility care careers

Competency Builders:

1.0.2.1 Identify career and job opportunities
1.0.2.2 Identify roles and responsibilities
1.0.2.3 Identify benefits and rewards
1.0.2.4 Identify working conditions and income levels of various careers

Competency 1.0.3: Identify personal qualities that lead to job success and career advancement

Competency Builders:

1.0.3.1 Show flexibility
1.0.3.2 Demonstrate enthusiasm
1.0.3.3 Show initiative
1.0.3.4 Evaluate role in relation to overall operation of business
1.0.3.5 Exceed employer expectation
1.0.3.6 Demonstrate organizational skills
1.0.3.7 Assess self
1.0.3.8 Work independently
1.0.3.9 Pay attention to details
1.0.3.10 Respect company policies
1.0.3.11 Evaluate quality service
1.0.3.12 Show company loyalty
1.0.3.13 Read trade journals
1.0.3.14 Participate in trade associations

Competency 1.0.4: Analyze hospitality and facility care regulations, policies, and standards

Competency Builders:

1.0.4.1 Interpret company regulations, policies, and standards
1.0.4.2 Identify governmental regulations and licensing standards

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** Futuring

Unit 2: Customer Relations and Quality Services

Competency 2.0.1: Analyze customer services

Competency Builders:

2.0.1.1 Identify customers in various hospitality and facility care services
2.0.1.2 Identify service expectations of customers
2.0.1.3 Identify importance of customer relations and quality services
2.0.1.4 Identify importance of teamwork in customer relations and quality services
2.0.1.5 Identify importance of quality service provided to members within the organization

Competency 2.0.2: Use effective customer relations techniques

Competency Builders:

2.0.2.1 Demonstrate effective customer service and courtesy
2.0.2.2 Give verbal or written directions
2.0.2.3 Provide information to guests
2.0.2.4 Handle guest inquiries
2.0.2.5 Handle telephone inquiries
2.0.2.6 Handle emergency inquiries
2.0.2.7 Solve customer problems
2.0.2.8 Handle guest complaints
2.0.2.9 Handle irate customers

Unit 3: Security and Emergency Procedures

Competency 3.0.1: Analyze security in hospitality and facility care services

Competency Builders:

3.0.1.1 Identify government regulations
3.0.1.2 Identify company security and safety procedures

Competency 3.0.2: Handle emergencies

Competency Builders:

3.0.2.1 Identify types of emergencies
3.0.2.2 Follow company emergency policies and procedures
3.0.2.3 Use first aid
3.0.2.4 Report emergencies
3.0.2.5 Record emergencies
3.0.2.6 Identify emergency exit procedures
3.0.2.7 Identify fire extinguishment methods

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Unit 4: Sanitation and Safety

Competency 4.0.1: Practice personal hygiene

Competency Builders:

4.0.1.1 Maintain clean hands and nails
4.0.1.2 Wear clean uniform
4.0.1.3 Wear appropriate shoes
4.0.1.4 Maintain body cleanliness
4.0.1.5 Control hair according to company policies
4.0.1.6 Maintain personal health

Competency 4.0.2: Perform sanitation procedures

Competency Builders:

4.0.2.1 Contrast sanitation and cleaning procedures
4.0.2.2 Analyze ways to ensure sanitation
4.0.2.3 Identify types of sanitation solutions
4.0.2.4 Use sanitizing solutions
4.0.2.5 Follow sanitation cleaning procedures

Competency 4.0.3: Perform safety procedures

Competency Builders:

4.0.3.1 Comply with governmental safety regulations
4.0.3.2 Comply with company safety policies and standards
4.0.3.3 Identify hazardous and unsafe conditions
4.0.3.4 Report unsafe conditions
4.0.3.5 Correct hazardous conditions
4.0.3.6 Prevent accidents
4.0.3.7 Follow manufacturers' equipment manuals

Competency 4.0.4: Follow infection control procedures

Competency Builders:

4.0.4.1 Identify types of transmittable infections
4.0.4.2 Wear protective clothing
4.0.4.3 Follow governmental regulations
4.0.4.4 Follow company infection control procedures

Competency 4.0.5: Dispose of trash

Competency Builders:

4.0.5.1 Practice safe and sanitary handling and disposal of trash and recyclables
4.0.5.2 Identify types of trash
4.0.5.3 Identify disposal procedures for hazardous trash
4.0.5.4 Recycle trash
4.0.5.5 Follow disposal procedures for hazardous trash
4.0.5.6 Follow disposal procedures for infectious trash
4.0.5.7 Operate trash disposal

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Competency 4.0.6: Handle chemicals

Competency Builders:

4.0.6.1 Identify chemical hazards
4.0.6.2 Follow manufacturers' material safety data sheets (MSDSs)
4.0.6.3 Follow safety procedures
4.0.6.4 Prevent chemical accidents

Unit 5: Environmental Services

Subunit 5.1: Administrative Functions

Competency 5.1.1: Analyze housekeeping and laundry departments

Competency Builders:

5.1.1.1 Analyze departmental organizational structure
5.1.1.2 Identify departmental functions
5.1.1.3 Use company policies and procedures manuals
5.1.1.4 Follow departmental standards, policies, and procedures

Competency 5.1.2: Use professional telephone techniques

Competency Builders:

5.1.2.1 Answer telephone according to company policy
5.1.2.2 Record messages according to company policy
5.1.2.3 Transfer calls according to company policy

Competency 5.1.3: Communicate with supervisor and coworkers

Competency Builders:

5.1.3.1 Follow sign-in procedures
5.1.3.2 Report supplies needed
5.1.3.3 Report cleaning problems
5.1.3.4 Report maintenance problems
5.1.3.5 Report sightings of rodents and insects
5.1.3.6 Report safety problems
5.1.3.7 Report potentially hazardous conditions
5.1.3.8 Report emergencies
5.1.3.9 Report security problems
5.1.3.10 Report suspicious situations
5.1.3.11 Report valuables or other items found
5.1.3.12 Report items missing from rooms
5.1.3.13 Follow sign-out procedures
5.1.3.14 Use writing skills
5.1.3.15 Use industry terminology
5.1.3.16 Use oral communication skills

Competency 5.1.4: Control cleaning supplies and equipment

Competency Builders:

5.1.4.1 Order supplies and equipment
5.1.4.2 Inventory supplies and equipment
5.1.4.3 Issue supplies and equipment
5.1.4.4 Discard supplies and equipment

Competency 5.1.5: Maintain records and forms

Competency Builders:

5.1.5.1 Organize records
5.1.5.2 Record data
5.1.5.3 Submit reports
5.1.5.4 File forms
5.1.5.5 Process all lost and found items
5.1.5.6 Identify manual record-keeping procedures
5.1.5.7 Identify electronic record-keeping systems

Competency 5.1.6: Prepare budgets

Competency Builders:

5.1.6.1 Determine income
5.1.6.2 Analyze financial reports
5.1.6.3 Determine expenditures
5.1.6.4 Prepare budget reports

Competency 5.1.7: Analyze factors that influence profit and loss

Competency Builders:

5.1.7.1 Identify job performance in relation to profitability
5.1.7.2 Identify efficient use of time
5.1.7.3 Identify proper use of supplies and equipment
5.1.7.4 Identify importance of customer relations

Competency 5.1.8: Communicate with customers

Competency Builders:

5.1.8.1 Acknowledge customers with courtesy
5.1.8.2 Handle customer requests
5.1.8.3 Handle customer complaints
5.1.8.4 Report valuables or other items found
5.1.8.5 Report items missing from rooms
5.1.8.6 Report special problems with rooms
5.1.8.7 Analyze how professional image is communicated through personal appearance and neatness of work area

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Unit 5: Environmental Services
Subunit 5.2: Laundry and Linens

Competency 5.2.1: Operate commercial laundry

Competency Builders:

5.2.1.1 Operate washers
5.2.1.2 Operate dryers
5.2.1.3 Operate flatwork press
5.2.1.4 Operate flatwork ironer
5.2.1.5 Operate automatic folders

Competency 5.2.2: Launder linens

Competency Builders:

5.2.2.1 Collect soiled linens
5.2.2.2 Sort soiled linens
5.2.2.3 Identify stains
5.2.2.4 Treat stains
5.2.2.5 Select type of detergent
5.2.2.6 Select water temperature
5.2.2.7 Select wash cycle

Competency 5.2.3: Maintain laundry equipment

Competency Builders:

5.2.3.1 Clean laundry equipment
5.2.3.2 Perform routine maintenance

Competency 5.2.4: Schedule laundry work assignments

Competency Builders:

5.2.4.1 Determine occupancy levels
5.2.4.2 Develop work schedules
5.2.4.3 Assign work schedules
5.2.4.4 Handle special requests

Competency 5.2.5: Control linens

Competency Builders:

5.2.5.1 Set up inventory system
5.2.5.2 Tabulate daily usage
5.2.5.3 Rotate inventory
5.2.5.4 Inventory linens
5.2.5.5 Distribute linens

Unit 5: Environmental Services
Subunit 5.3: Facility Care

Competency 5.3.1: Maintain uncarpeted areas

Competency Builders:

5.3.1.1 Identify types of uncarpeted floor surfaces
5.3.1.2 Follow correct floor-cleaning procedures for each floor type
5.3.1.3 Use floor-cleaning supplies and equipment

Competency 5.3.2: Maintain carpeted areas

Competency Builders:

5.3.2.1 Identify types of carpets
5.3.2.2 Follow correct cleaning procedures for each type of carpet
5.3.2.3 Use carpet-cleaning supplies and equipment

Competency 5.3.3: Schedule housekeeping work

Competency Builders:

5.3.3.1 Identify room status
5.3.3.2 Determine occupancy levels with registration
5.3.3.3 Develop work schedules
5.3.3.4 Assign work schedules
5.3.3.5 Handle special requests

Competency 5.3.4: Operate cleaning equipment

Competency Builders:

5.3.4.1 Identify cleaning equipment
5.3.4.2 Identify operating procedures for cleaning equipment
5.3.4.3 Inspect cleaning equipment
5.3.4.4 Clean equipment
5.3.4.5 Store cleaning equipment
5.3.4.6 Perform routine maintenance

Competency 5.3.5: Service guest rooms

Competency Builders:

5.3.5.1 Prepare cart for day's work
5.3.5.2 Prepare equipment for day's work
5.3.5.3 Follow recommended procedures for entering and leaving guest rooms
5.3.5.4 Make preliminary check
5.3.5.5 Follow sequence of cleaning
5.3.5.6 Use aseptic cleaning techniques
5.3.5.7 Follow safety procedures
5.3.5.8 Replace light bulbs
5.3.5.9 Replenish guest supplies, brochures, and amenities
5.3.5.10 Clean bathrooms

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* Advancing
** Futuring

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5.3.5.11 Clean furnishings
5.3.5.12 Spot-clean upholstered furnishings
5.3.5.13 Clean draperies and upholstery
5.3.5.14 Strip bed
5.3.5.15 Disinfect bed
5.3.5.16 Make bed
5.3.5.17 Collect soiled laundry
5.3.5.18 Clean drawers, shelves, and closets
5.3.5.19 Clean uncarpeted areas
5.3.5.20 Clean carpeted areas
5.3.5.21 Complete final room check

Competency 5.3.6: Clean public areas and offices

Competency Builders:

5.3.6.1 Prepare cart for day's work
5.3.6.2 Prepare cleaning equipment for day's work
5.3.6.3 Follow recommended procedures for entering and leaving public areas and offices
5.3.6.4 Make preliminary check
5.3.6.5 Follow sequence of cleaning
5.3.6.6 Use aseptic cleaning techniques
5.3.6.7 Follow safety procedures
5.3.6.8 Clean light fixtures
5.3.6.9 Clean windows
5.3.6.10 Clean vents
5.3.6.11 Clean drinking fountains
5.3.6.12 Disinfect telephones
5.3.6.13 Clean ash receptacles
5.3.6.14 Clean trash containers
5.3.6.15 Clean elevators
5.3.6.16 Clean stairways
5.3.6.17 Clean baseboards, doors, and frames
5.3.6.18 Report insects and pests
5.3.6.19 Dust horizontal and vertical surfaces
5.3.6.20 Clean furnishings
5.3.6.21 Clean draperies and upholstery
5.3.6.22 Spot-clean upholstered furnishings
5.3.6.23 Clean uncarpeted areas
5.3.6.24 Clean carpeted areas
5.3.6.25 Complete final inspection

Competency 5.3.7: Clean employee areas

Competency Builders:

5.3.7.1 Follow recommended procedures for entering and leaving employees' areas
5.3.7.2 Make preliminary check
5.3.7.3 Follow sequence of cleaning
5.3.7.4 Use aseptic cleaning techniques
5.3.7.5 Follow safety procedures
5.3.7.6 Clean rest rooms and showers
5.3.7.7 Clean carpeted areas
5.3.7.8 Clean uncarpeted areas
5.3.7.9 Clean draperies and upholstery
5.3.7.10 Clean furnishings
5.3.7.11 Clean appliances

Competency 5.3.8: Clean rest rooms

Competency: Builders:

5.3.8.1 Follow recommended procedures for entering and leaving rest rooms
5.3.8.2 Make preliminary check
5.3.8.3 Follow sequence of cleaning
5.3.8.4 Use aseptic cleaning techniques
5.3.8.5 Follow safety procedures
5.3.8.6 Clean rest room partitions and accessories
5.3.8.7 Empty and clean sanitary napkin receptacle
5.3.8.8 Fill sanitary napkin dispensers
5.3.8.9 Empty and clean trash containers
5.3.8.10 Fill paper towel dispenser
5.3.8.11 Fill toilet paper holder
5.3.8.12 Fill hand soap dispenser
5.3.8.13 Clean and disinfect sink area
5.3.8.14 Clean and disinfect tub and shower
5.3.8.15 Clean and disinfect toilets and urinals
5.3.8.16 Clean furnishings
5.3.8.17 Wash walls
5.3.8.18 Clean mirrors
5.3.8.19 Clean plumbing traps and valves
5.3.8.20 Clean floors
5.3.8.21 Complete final inspection

Unit 6: Food and Hospitality Support Services

Competency 6.0.1: Set up meeting and banquet rooms

Competency Builders:

6.0.1.1 Identify types of events
6.0.1.2 Identify setups for different events
6.0.1.3 Set up meeting and banquet rooms according to diagram
6.0.1.4 Place linens
6.0.1.5 Skirt tables
6.0.1.6 Identify audiovisual equipment
6.0.1.7 Set up audiovisual equipment
6.0.1.8 Check operating condition of audiovisual equipment
6.0.1.9 Control room temperatures
6.0.1.10 Adjust lighting

Competency 6.0.2: Break down meeting and banquet rooms

Competency Builders:

6.0.2.1 Remove soiled ashtrays
6.0.2.2 Follow removal procedures for soiled linen
6.0.2.3 Clean tables and chairs
6.0.2.4 Store tables and chairs
6.0.2.5 Store audiovisual equipment
6.0.2.6 Clean floors

Unit 7: Employability Skills

Subunit 7.1: Career Development

Competency 7.1.1: Investigate career options

Competency Builders:

7.1.1.1 Determine interests and aptitudes
7.1.1.2 Identify career options
7.1.1.3 Research occupations matching interests and aptitudes
7.1.1.4 Select career(s) that best match(es) interests and aptitudes
7.1.1.5 Identify advantages and disadvantages of career options, including nontraditional careers
7.1.1.6 Assess differences in wages, annual incomes, and job opportunities based on geographic location
7.1.1.7 Develop a career plan

Competency 7.1.2: Analyze potential barriers to employment

Competency Builders:

7.1.2.1 Identify common barriers to employment
7.1.2.2 Describe strategies to overcome employment barriers

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Unit 7: Employability Skills
Subunit 7.2: Decision Making and Problem Solving

Competency 7.2.1: Apply decision-making techniques in the workplace

Competency Builders:

7.2.1.1 Identify the decision to be made
7.2.1.2 Compare alternatives
7.2.1.3 Determine consequences of each alternative
7.2.1.4 Make decisions based on values and goals
7.2.1.5 Evaluate the decision made

Competency 7.2.2: Apply problem-solving techniques in the workplace

Competency Builders:

7.2.2.1 Diagnose the problem and its causes
7.2.2.2 Identify alternatives and their consequences in relation to the problem
7.2.2.3 Examine multicultural and nonsexist dimensions of problem solving
7.2.2.4 Utilize resources to explore possible solutions to the problem
7.2.2.5 Compare and contrast the advantages and disadvantages of each solution
7.2.2.6 Determine appropriate action
7.2.2.7 Evaluate results

Unit 7: Employability Skills
Subunit 7.3: Work Ethic

Competency 7.3.1: Evaluate the relationship of self-esteem to work ethic

Competency Builders:

7.3.1.1 Identify special characteristics and abilities in self and others
7.3.1.2 Identify internal and external factors that affect self-esteem

Competency 7.3.2: Analyze the relationship of personal values and goals to work ethic both in and out of the workplace

Competency Builders:

7.3.2.1 Distinguish between values and goals
7.3.2.2 Determine the importance of values and goals
7.3.2.3 Evaluate how values affect goals
7.3.2.4 Identify short-term and long-term goals
7.3.2.5 Prioritize personal goals
7.3.2.6 Describe how personal values are reflected in work ethic
7.3.2.7 Describe how interactions in the workplace affect personal work ethic
7.3.2.8 Examine how life changes affect personal work ethic

Competency 7.3.3: Demonstrate work ethic

Competency Builders:

7.3.3.1 Examine factors that influence work ethic
7.3.3.2 Exhibit characteristics that reflect an appropriate work ethic

* Advancing
** Futuring

Unit 7: Employability Skills
Subunit 7.4: Job-Seeking Skills

Competency 7.4.1: Prepare for employment

Competency Builders:

7.4.1.1 Identify traditional and nontraditional employment sources
7.4.1.2 Utilize employment sources
7.4.1.3 Research job opportunities, including nontraditional careers
7.4.1.4 Interpret equal employment opportunity laws
7.4.1.5 Explain the critical importance of personal appearance, hygiene, and demeanor throughout the employment process
7.4.1.6 Prepare for generic employment tests and those specific to an occupation/organization

Competency 7.4.2: Design a résumé

Competency Builders:

7.4.2.1 Identify personal strengths and weaknesses
7.4.2.2 List skills and/or abilities, career objective(s), accomplishments/achievements, educational background, and work experience
7.4.2.3 Demonstrate legible written communication skills using correct grammar, spelling, and concise wording
7.4.2.4 Complete résumé using various formats
7.4.2.5 Secure references

Competency 7.4.3: Complete and process job application forms

Competency Builders:

7.4.3.1 Explain the importance of an application form
7.4.3.2 Identify ways to obtain job application forms
7.4.3.3 Describe methods for handling illegal questions on job application forms
7.4.3.4 Demonstrate legible written communication skills using correct grammar, spelling, and concise wording
7.4.3.5 Return application to proper person, request interview, and follow up

Competency 7.4.4: Demonstrate interviewing skills

Competency Builders:

7.4.4.1 Investigate interview environment and procedures
7.4.4.2 Explain the critical importance of personal appearance, hygiene, and demeanor
7.4.4.3 Demonstrate question and answer techniques
7.4.4.4 Demonstrate methods for handling difficult and/or illegal interview questions

* Advancing
** Futuring

Competency 7.4.5: Secure employment

Competency Builders:

7.4.5.1 Identify present and future employment opportunities within an occupation/organization
7.4.5.2 Research the organization/company
7.4.5.3 Use follow-up techniques to enhance employment potential
7.4.5.4 Compare and evaluate job offers

Unit 7: Employability Skills
Subunit 7.5: Job Retention Skills

Competency 7.5.1: Analyze the organizational structure of the workplace

Competency Builders:

7.5.1.1 Identify and evaluate employer expectations regarding job performance, work habits, attitudes, personal appearance, and hygiene
7.5.1.2 Be aware of and obey all company policies and procedures
7.5.1.3 Examine the role/relationship between employee and employer
7.5.1.4 Recognize opportunities for advancement and reasons for termination

Competency 7.5.2: Maintain positive relations with others

Competency Builders:

7.5.2.1 Exhibit appropriate work habits and attitude
7.5.2.2 Identify behaviors to establish successful working relationships
7.5.2.3 Cooperate and compromise through teamwork and group participation
7.5.2.4 Identify alternatives for dealing with harassment, bias, and discrimination based on race, color, national origin, sex, religion, handicap, or age

Unit 7: Employability Skills
Subunit 7.6: Job Advancement

Competency 7.6.1: Analyze opportunities for personal and career growth

Competency Builders:

7.6.1.1 Determine opportunities within an occupation/organization
7.6.1.2 Compare and contrast other opportunities
7.6.1.3 List benefits of job advancement
7.6.1.4 Evaluate factors involved when assuming a new position within or outside an occupation/organization

* Advancing
** Futuring

Competency 7.6.2: Exhibit characteristics needed for advancement

Competency Builders:

7.6.2.1 Display a positive attitude
7.6.2.2 Demonstrate knowledge of a position
7.6.2.3 Perform quality work
7.6.2.4 Adapt to changing situations and technology
7.6.2.5 Demonstrate capability for different positions
7.6.2.6 Participate in continuing education/training programs
7.6.2.7 Respect, accept, and work with ALL individuals in the workplace

Unit 7: Employability Skills
Subunit 7.7: Technology in the Workplace

Competency 7.7.1: Assess the impact of technology in the workplace

Competency Builders:

7.7.1.1 Cite how past business/industry practices have influenced present business/industry processes
7.7.1.2 Investigate the use of technology in the workplace
7.7.1.3 Analyze how present skills can be applied to learning new technologies

Competency 7.7.2: Use a variety of technological applications

Competency Builders:

7.7.2.1 Explore basic mathematical, scientific, computer, and technological principles
7.7.2.2 Use technology to accomplish assigned tasks
7.7.2.3 Create solutions to problems using technical means

Unit 7: Employability Skills
Subunit 7.8: Lifelong Learning

Competency 7.8.1: Apply lifelong learning to individual situations

Competency Builders:

7.8.1.1 Define lifelong learning
7.8.1.2 Identify factors that cause the need for lifelong learning

Competency 7.8.2: Adapt to change

Competency Builders:

7.8.2.1 Analyze the effects of change
7.8.2.2 Identify reasons why goals change
7.8.2.3 Describe the importance of flexibility when reevaluating goals
7.8.2.4 Evaluate the need for continuing education/training

* Advancing
** Futuring

Unit 7: Employability Skills
Subunit 7.9: Economic Education

Competency 7.9.1: Analyze global enterprise system

Competency Builders:

7.9.1.1 Identify characteristics of various enterprise systems
7.9.1.2 Examine the relationship between competition, risk, and profit
7.9.1.3 Illustrate how supply and demand influence price

Competency 7.9.2: Evaluate personal money management

Competency Builders:

7.9.2.1 Describe the need for personal management records
7.9.2.2 Identify methods of taxation
7.9.2.3 Analyze how credit affects financial security
7.9.2.4 Compare types and methods of investments
7.9.2.5 Prepare a personal budget
7.9.2.6 Be an informed and responsible consumer
7.9.2.7 Analyze the effects of advertising on the consumer

Unit 7: Employability Skills
Subunit 7.10: Balancing Work and Family

Competency 7.10.1: Analyze the effects of family on work

Competency Builders:

7.10.1.1 Recognize how family values, goals, and priorities are reflected in the workplace
7.10.1.2 Identify present and future family structures and responsibilities
7.10.1.3 Describe personal and family roles
7.10.1.4 Analyze concerns of working parent(s)
7.10.1.5 Examine how family responsibilities can conflict with work
7.10.1.6 Resolve family-related conflicts
7.10.1.7 Explain how to use support systems/community resources to help resolve family-related conflicts

Competency 7.10.2: Analyze the effects of work on family

Competency Builders:

7.10.2.1 Identify responsibilities associated with paid and nonpaid work
7.10.2.2 Compare the advantages and disadvantages of multiple incomes
7.10.2.3 Explain how work can conflict with family responsibilities
7.10.2.4 Explain how work-related stress can affect families
7.10.2.5 Identify family support systems and resources

Unit 7: Employability Skills
Subunit 7.11: Citizenship in the Workplace

Competency 7.11.1: Exercise the rights and responsibilities of citizenship in the workplace

Competency Builders:

7.11.1.1 Identify the basic rights and responsibilities of citizenship
7.11.1.2 Examine the history and contributions of all racial, ethnic, and cultural groups

Competency 7.11.2: Cooperate with others in the workplace

Competency Builders:

7.11.2.1 Identify situations in which compromise is necessary
7.11.2.2 Examine how individuals from various backgrounds contribute to work-related situations
7.11.2.3 Demonstrate initiative to facilitate cooperation
7.11.2.4 Give and receive constructive criticism to enhance cooperation

Unit 7: Employability Skills
Subunit 7.12: Leadership

Competency 7.12.1: Evaluate leadership styles appropriate for the workplace

Competency Builders:

7.12.1.1 Identify characteristics of effective leaders
7.12.1.2 Compare leadership styles
7.12.1.3 Demonstrate effective delegation skills
7.12.1.4 Identify opportunities to lead in the workplace

Competency 7.12.2: Demonstrate effective teamwork skills

Competency Builders:

7.12.2.1 Identify the responsibilities of a valuable group member
7.12.2.2 Exhibit open-mindedness
7.12.2.3 Identify methods of involving each member of a team
7.12.2.4 Contribute to the efficiency and success of a group
7.12.2.5 Determine ways to motivate others

Competency 7.12.3: Utilize effective communication skills

Competency Builders:

7.12.3.1 Identify the importance of listening
7.12.3.2 Demonstrate assertive communication
7.12.3.3 Recognize the importance of verbal and nonverbal cues and messages
7.12.3.4 Analyze written material
7.12.3.5 Prepare written material
7.12.3.6 Give and receive feedback
7.12.3.7 Articulate thoughts
7.12.3.8 Use appropriate language

Unit 7: Employability Skills

Subunit 7.13: Entrepreneurship

Competency 7.13.1: Evaluate the role of small business in the economy

Competency Builders:

7.13.1.1 Identify the benefits of small business to a community
7.13.1.2 Analyze opportunities for small business in a community

Competency 7.13.2: Examine considerations of starting a business

Competency Builders:

7.13.2.1 Research a business idea
7.13.2.2 Compare various ways to become a small business owner
7.13.2.3 Investigate factors to consider in financing a new business
7.13.2.4 Evaluate entrepreneurship as a career option

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